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Bib Data Sheet

CONFIRMATION NO. 5949

SERIAL NUMBER 10/016,862	FILING DATE 12/13/2001 RULE	CLASS 709	GROUP ART UNIT 2151	ATTORNEY DOCKET NO. 062891.0665
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APPLICANTS
Shmuel Shaffer, Palo Alto, CA;
Labhesh Patel, Mountain View, CA;
Shantanu Sarkar, San Jose, CA;

**** CONTINUING DATA *******
NONE R-S

**** FOREIGN APPLICATIONS *******
NONE R-S

IF REQUIRED, FOREIGN FILING LICENSE GRANTED
** 01/10/2002

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY CA	SHEETS DRAWING 2	TOTAL CLAIMS 41	INDEPENDENT CLAIMS 8
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Verified and Acknowledged
Examiner's Signature: R-S Initials

ADDRESS
Baker Botts L.L.P.
2001 Ross Avenue, Suite 600
Dallas, TX 75201-2980

TITLE
Method and system for automatic call distribution based on network resource availability and agent skills

FILING FEE RECEIVED 1538	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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